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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): MICHAEL C. MORRISON
Docket: SVL920010047US1
Title: METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS

CERTIFICATE OF MAILING UNDER 37 CFR 1.10
'Express Mail' mailing label number: EL815953212US
Date of Deposit: August 13, 2001
I hereby certify that this paper or fee is being deposited with the United States Postal Service 'Express Mail Post Office To Addressee' service under 37 CFR 1.10 and is addressed to the Commissioner for Patents, Washington, D.C. 20231.
By: *Adriane M. Baird*
Name: Adriane M. Baird

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BOX PATENT APPLICATION
Commissioner for Patents
Washington, D.C. 20231

Sir:

We are transmitting herewith the attached:

- ☒ Transmittal sheet, in duplicate, containing Certificate Of Mailing Under 37 CFR 1.10.
- ☒ Utility Patent Application: Spec. 16 pgs; 39 claims; Abstract 1 pg(s).
The fee has been calculated as shown below in the "Claims as Filed" table.
- ☒ 7 sheets of Drawings
- ☒ A signed Declaration and Power of Attorney
- ☒ Assignment of the invention to INTERNATIONAL BUSINESS MACHINES CORPORATION (Armonk, New York), Recordation Form Cover Sheet
- ☒ A charge to Deposit Account No. 09-0460 of I.B.M. Corporation in the amount of \$1,052.00 to cover the Filing Fee
- ☒ A charge to Deposit Account No. 09-0460 of I.B.M. Corporation in the amount of \$40.00 to cover the Assignment Recordation Fee.
- ☒ Return postcard

CLAIMS AS FILED

Number of Claims Filed	In Excess of:	Number Extra	Rate	Fee
Basic Filing Fee				\$710.00
Total Claims				
39	20	19	x \$18.00 =	\$342.00
Independent Claims				
3	3	0	x \$80.00 =	\$0.00
MULTIPLE DEPENDENT CLAIM FEE				\$0.00
TOTAL FILING FEE				\$1,052.00

Please charge all fees to Deposit Account No. 09-0460 of I.B.M. Corporation, the assignee of the present application. A duplicate of this sheet is enclosed.

Customer Number 22462
GATES & COOPER LLP
Howard Hughes Center
6701 Center Drive West, Suite 1050
Los Angeles, CA 90045
(310) 641-8797

By: *George H. Gates*
Name: George H. Gates
Reg. No.: 33,500
Initials: GHG/JSF/amb